MOPAC User Satisfaction Survey

Q1-4 2021-22

VICTIM GROUP FROM SAMPLE :-
1 = Residential Burglary
2 = Assault
5 = Hate Crime
6 = Personal Robbery

BCU opened crime only.

SECTION A: INTRODUCTION & FIRST CONTACT

ASK IF GROUP = 1, 2, 3, 5 or 6
NQ3a SINGLE
Excluding the one I have called you about today, have you been the victim of any OTHER incident in the last 12 months? How many was that?
None 80 **NQ4**
One other 1 **NQ4**
Two others 2 **NQ4**
Three or more others 3 **NQ4**

NQ4 MULTICODE (Add "Any other contact" variable to file)
Other than dealing with crime reports, have you had any contact with the police in the last 12 months? This could include… (INTERVIEWER READ OUT EXAMPLES AND CODE ALL THAT APPLY)
None
Reporting ASB/intelligence to police
A Police event/surgery
Chatting to an officer on the street
The Police approaching you for information
Being stopped by police in the street
Being arrested by police
Contact through work/school/university
Other (please specify) NQ5 or NQ6a

Read Out "Thinking about the crime I have called about today…"

ASK IF GROUP=2,3,5 or 6
NQ5 SINGLE
Can you tell me where the offence occurred?
INTERVIEWER PROMPT AND CLARIFY AS NECESSARY:
Your home 1
Your local area (within 15 minutes walk of your home) 2
Your workplace or place of education 3
On public transport 4
Online or via phone apps 5
Somewhere else 6 **Q5**

Read Out "Thinking about the crime I have called about today…"

ASK IF GROUP=1
NQ6a MULTICODE
Did the burglary you experienced involve any of the following
INTERVIEWER READ OUT:
Damage to gain entry to the property (e.g. door or window)
Damage within house (e.g. broken furniture, damage to possessions or stains etc.)
Search of living area(s)
Search of bedroom area(s)
Sentimental items taken
Or did the burglary take place whilst you were home **NQ6b**

ASK IF GROUP=1 or 6
NQ6b MULTICODE
Were any losses covered by insurance?
Nothing was stolen or damaged 1
No, losses were not covered at all 2
Yes, part of the cost was covered 3
Yes, all of the cost was covered 4 **Q5**

READ OUT B TO ALL: "Again thinking about the incident I called you about today [insert incident details from sample as a reminder] I'll now be asking questions about :-

- How you got in touch with the police,
- What they did,
- How you were updated,
- And then about how you felt you were treated by the police.

Just so you know - a lot of our questions are in a "yes or no" format and I won't be able to take any additional details about what happened as a response to these questions.

READ OUT TO ALL : "I'd like to start with some questions about HOW YOU GOT IN TOUCH with the police in the first place."

Q5 SINGLE
How was contact with the police made about this incident? Was it ...
(INTERVIEWER: READ OUT AND ENSURE THAT RESPONDENT IS THINKING ABOUT THE RIGHT INCIDENT)
999 / 112 call 1 **SQ6C**
The 101 non-emergency number 7 **PQ6c**
Other telephone call 2 **SQ6C**
A personal visit to a police station 3 **Q6c**
A personal visit to neighbourhood police drop-in surgery 18 **Q6c**
Direct to an officer in the street 4 **SQ6C**
Someone else contacted the police for you 20 **TQ4b**
The police contacted you 6 **Section C**
Online report/MPS app 21 **TERMINATE SURVEY**
Other means 90 **Q7**
[DO NOT READ OUT] Don't know/can't remember 97 **Q7**
Refused 98 **Q7**

ASK IF Q5 = 20
TQ4b SINGLE
Did you want the police to be contacted with regard to this incident?
Yes 1
No 2
Don't know 3 **Section C**

ASK IF Q5= 7
PQ6c SINGLE
If you had to wait when you called 101, approximately how long did you have to wait before speaking to a member of staff?
I did not have to wait 1
Under 5 minutes 2
5 to 10 minutes 3
11 to 30 minutes 4
31 to 60 minutes 5
Over 1 hour 6
Don't know/can't remember 97
Refused 98 **SQ6C**

ASK IF Q5= 3 or 18
Q6c SINGLE
If you had to queue at the police station/ neighbourhood police drop in surgery, approximately how long did you have to wait before speaking to the member of staff at the station reception?
I did not have to wait 1
Under 5 minutes 2
5 to 10 minutes 3
11 to 30 minutes 4
31 to 60 minutes 5
Over 1 hour 6
Don't know/can't remember 97
Refused 98 **SQ6C**

ASK IF Q5= ANY except 6, 20, 90, 97, 99
SQ6C SINGLE
Did you attempt any other method of contact before XXX [insert method of contact Q5]?
Yes 1 **SQ6D**
No 2 **Q7**

ASK IF SQ6C= 1
SQ6D SINGLE
What method of contact did you try first?
999 / 112 call 1 **Q7**
The 101 non-emergency number 7 **Q7**
Other telephone call 2 **Q7**
A personal visit to a police station 3 **Q7**
A personal visit to neighbourhood police drop-in surgery 18 **Q7**
Direct to an officer in the street 4 **Q7**
Someone else contacted the police for you 20 **Q7**
The police contacted you 6 **Q7**
Online report/MPS app 21 **Q7**
Other means (please specify) 90 **Q7**
[DO NOT READ OUT] Don't know/can't remember 97 **Q7**
Refused 98 **Q7**

ASK ALL (except if Q5 = 20 OR 6)
Q7 SINGLE
Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?
INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98 **Q10**

SECTION B: POLICE RESPONSE

ASK IF Q5=1, 7 OR 2
PQ14 SINGLE
After your initial report being made to the police were you dealt with…
Face to face via a visit from police 1
Entirely over the phone – (This means you did no have any face to face contact with the police either at your home/workplace/scene or at a police station) 2
Face to face via an Officer on the street or at a police station/drop-in survey 3
Other (please specify) 4
Refused 98 **Q10**

ASK IF Q5=1, 7 OR 2
Q10 SINGLE
Were you told how long it would take for somebody to visit you? **(IF YES, QUANTIFY)**
Yes – I was told they would be there asap 1
Yes – I was given a specific time frame 2
Yes – I made an appointment for a visit 3
No 4
Don't know 97 **Q12**

ASK IF Q5=1, 7 OR 2
Q12 SINGLE
Did you make any follow up call(s) to chase the progress of your visit?
(IF YES, QUANTIFY EXTENT)
Yes – once 1
Yes – two or three times 2
Yes – more than three times 3
No 4
Don't know/can't remember 97 **Q17**
ROUTE

ASK IF Q5=1, 7 OR 2
Q17 SINGLE
Are you satisfied, dissatisfied or neither with THE TIME IT TOOK for the police to arrive?
INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98

SECTION C

READ OUT TO ALL "I'd now like to ask some questions about how the police responded to your incident, once they had initial details. This could have been at the station or at the scene of the incident. If you had any contact with more than one member of staff, please give your OVERALL impression of what they did.

ASK ALL
Q18d SINGLE
Did the police carry out an investigation at the scene of the incident (e.g. visual inspection of area or examining items recovered from the scene)
Yes 1
No 2
Not applicable 96
Don't know 97 **PQ18e**

ASK ALL
PQ18e SINGLE
Did the police provide you with a Victim's Leaflet? This a paper or electronic leaflet offering details of the attending officer, reference details and information about what you can expect from when reporting a crime.
Yes 1
No 2
Don't Know 97

ASK ALL
Q18e SINGLE
Did the police provide you with a Crime reference number?
Yes 1
No 2
Not applicable 96
Don't know 97 **Q18c**

ASK ALL
Q18c SINGLE
Did the police explain what was going to happen and why?
Yes 1
No 2
Not applicable 96
Don't know 97 **NNQ18a**

ASK ALL
NNQ18A
Were you made aware of the Victims Code? **If necessary:** The Code of Practice for Victims of Crime (the Victims Code) is the statutory code that sets out the minimum level of service that victims should receive from the criminal justice system
Yes 1
No 2
Don't know 97 **NQ18b**

ASK ALL
NQ18b SINGLE
Were you offered the services of London Victim Witness Service (formerly Victim Support)? **If necessary:** London Victim Witness Service (formerly Victim Support) are an independent charity who work with victims of traumatic events. The police sometimes refer victims of crime to their services.
Yes 1 **NNQ18b1**
No 2 **NNQ18b3**
Don't know
N/A **NQ18d**

ASK IF NQ18b = 1
NNQ18b1 SINGLE
Did you take up the offer of receiving support?
Yes 1 **NNQ18b2**
No 2 **NQ18d**
Don't know
N/A **NQ18d**

ASK IF NNQ18b1 = 1
NNQ18b2 SINGLE
Are you satisfied or dissatisfied with the service you received from London Victim Witness Service?
INTERVIEWER READ OUT: "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
I have not been contacted by Victim Support yet 8
Don't know 97
Refused 98 **NQ18d**

ASK IF NQ18b = 2
NNQ18b3 SINGLE
Would you have been interested in receiving support from London Victim Witness Service to help you to cope with the impact of the crime?
Yes 1
No 2
Don't know
N/A **NQ18d**

ASK ALL
NQ18d SINGLE
Were you offered information on restorative justice? **If necessary:** Restorative Justice is the process by which the police or other agencies bring victims harmed by crime and those responsible for the harm into contact. The thinking behind this is that it enables everyone affected by an incident to play a part in repairing the harm and finding a positive way forward.
Yes 1
No 2
Don't know
N/A **NQ18c**

ASK ALL
NQ18c SINGLE
Were you offered the opportunity to provide a victim personal statement? **If necessary:** A victim personal statement is different to a witness statement in that is an opportunity for you to say in your own words how a crime has affected or continues to affect you.
Yes 1
No 2
Don't know
N/A **NQ18l**

ASK if GROUP=2 or 6 and INJURY=Minor, Moderate or Serious
NQ18l SINGLE
Were you given any information on the Criminal Injuries Compensation Scheme?
If necessary: The Criminal Injuries Compensation Scheme is a government funded scheme designed to compensate blameless victims of violent crime in Great Britain.
Yes 1
No 2
Don't know
N/A **Q18k**

ASK ALL
Q18k SINGLE
Were you offered crime prevention information or advice?
INTERVIEWER IF NECESSARY: For example [burglary] how to make your home more secure and deter thieves [assault/robbery/hate] how to stay safe when out and about in public and being aware of your surroundings [vehicle] advice about securing your vehicle and not leaving items on display in the vehicle
Yes 1
No 2
Don't know 98 **Q19a**
ASK ALL
Q19a SINGLE
Were you reassured by what the police did?
Yes 1
No 2
Not applicable 96
Don't know 97 **NQ19b**

ASK ALL
NQ19b SINGLE
Could you estimate how long in total you spent talking to an officer or member of staff when you reported your crime?
Under 10 minutes 1
10-30 minutes 2
31-60 minutes 3
Over an hour 4
Not applicable 96
Don't know 97 **Q21**

ASK ALL
Q21 SINGLE
Thinking about what the police did after they had been given the initial details, are you satisfied, dissatisfied or neither with THE ACTIONS TAKEN by the police?
INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98

ASK ALL
NQ21 SINGLE
Metropolitan Police officers may soon be given smartphones to carry with them while they are on duty. If you reported a crime, the attending officer would be able to contact you if there was a delay getting to you or to get more information about your crime to potentially improve the investigation, such as searching the area prior to attending.

If the officers could do this, do you think the level of service the MPS could provide you would be better, worse, or would it not change?

Better
Worse
No change
Don't know
Refused

SECTION D: SUBSEQUENT ACTIVITY/POLICE FOLLOW UP

I'd now like to ask some questions about the information provided by police after they had taken your crime report. Your crime may have been closed shortly after the initial investigation due to lack of evidence, or may have been passed on for further investigation.

ASK ALL
NQ23a Did you receive an email or letter from the police within a week of reporting the incident?
Yes – by letter 1
Yes – by email 2
No 3
Don't know/can't remember 97 **PQ23a**

ASK ALL
PQ23a Was a suspect ever identified?
Yes 1 PQ23b
No 2 NQ23b/NQ24
Not applicable 96 NQ23b/NQ24
Don't know/can't remember 97 NQ23b/NQ24

ASK IF PQ23a = Yes
PQ23b Did the police decide to prosecute the suspect?
Yes 1
No 2 PQ23c
Not applicable 96
Don't know/can't remember 97

ASK IF PQ23b = No
PQ23c Were you made aware of the Victim's Right to Review scheme?
If necessary: The Victim's Right to Review is a system put in place by the CPS and all police forces in England and Wales. Under this system, where a decision has been made not to continue a criminal case, victims can ask for this to be reviewed to see if it was the wrong decision.
Yes 1
No 2
Not applicable 96
Don't know/can't remember 97 **NQ23b/NQ24**

ASK SCREEN = 2
NQ23b SINGLE
Did you understand that your case was closed, unless more information came to light?
Yes 1
No 2
Not applicable 96
Don't know/can't remember 97 **NQ27**

ASK IF SCREEN = 1
NQ24 Did the investigating officer provide you with their contact details?
Yes 1
No 2
Not applicable 96
Don't know/can't remember 97 **Q28**

ASK IF SCREEN = 1
Q28 SINGLE
Did you ask for updates or were they provided without asking?
Provided without asking 1
Had to ask 2
Weren't provided and didn't ask 3
Weren't provided but did ask 4
Not applicable 96
Don't know 97 **Q29**

ASK IF SCREEN = 2
Q27 Would you say that you knew who to contact if you wanted to get back in touch?
Yes 1
No 2
Not applicable 96
Don't know/can't remember 97 **SECTION E**

ASK IF SCREEN = 1
Q29 SINGLE
Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?
INTERVIEWER READ OUT: "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98

SECTION E: TREATMENT

READ OUT: "Thinking about the attitude of the police officers and other police staff who dealt with you (If more than one person involved, please give an overall impression."), did they…"

ASK ALL
Q34a SINGLE
Communicate clearly?
Yes 1
No 2
Not applicable 96
Don't know 97 **Q34d**

ASK ALL
Q34d SINGLE
Appear to take the matter seriously?
Yes 1
No 2
Not applicable 96
Don't know 97 **Q34c**

ASK ALL
Q34c SINGLE
Show empathy for your situation?
INTERVIEWER: If the respondent doesn't understand the word empathy then offer the following as an alternative: Did they show consideration/understanding for your situation?
Yes 1
No 2
Not applicable 96
Don't know 97 **Q35**

ASK ALL
Q35 SINGLE
Thinking about their attitude and behaviour, are you satisfied, dissatisfied or neither with THE WAY YOU WERE TREATED by the police officers and staff who dealt with **you?**
INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98

SECTION F: THE WHOLE EXPERIENCE

READ OUT TO ALL: "And now, thinking about everything we've talked about"
ASK ALL
Q36 SINGLE
Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?
INTERVIEWER READ OUT: "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY
Completely satisfied 1
Very satisfied 2
Fairly satisfied 3
Neither satisfied nor dissatisfied 4
Fairly dissatisfied 5
Very dissatisfied 6
Completely dissatisfied 7
Don't know 97
Refused 98 **NQ37**

ASK IF Q36 = 6 TO 7 [ASK WHEN GIVEN GO AHEAD BY MPS]
NQ37A SINGLE
Why do you say this?
(Interviewer: Do not prompt - Probe Once)
No real reason 1
RECORD VERBATIM 90
Don't Know 97 **PQ36a**

ASK ALL
NQ36 SINGLE
Given the severity of the incident and avenues available for investigation, how well did the investigation meet your expectations?
INTERVIEWER IF NECESSARY: If the case is not complete, ask them to base their answer on their current perception of how the investigation has met their expectations so far
INTERVIEWER IF NECESSARY: If the respondent doesn't understand the term 'avenues available' then offer the following as an alternative: Given the severity of the incident and the way the police could have investigated it, how well did the investigation meet your expectations?

Exceeded my expectations 1
Met my expectations 2
Was below my expectations 3
Don't know 97

ASK ALL
PQ36d SINGLE
Did you consider yourself to be vulnerable in this instance? This could have been because of your age, a disability or personal circumstances.
Yes 1 **PQ36e**
No 2
Don't know 3 **Q38**

ASK IF PQ36d = 1
PQ36e SINGLE
Was this identified by the police when you first contacted them?
IF Q5= 7 OR 8 Was this identified by the police when you first had contact with them?
Yes 1 **PQ36f**
No 2
Don't know 3 **Q38**

ASK IF PQ36e = 1
PQ36f SINGLE
Were these needs catered for?
Yes 1
No 2
Don't know 3 **Q38**

ASK ALL
Q38 SINGLE
Prior to this experience was your overall opinion of the police …? **(READ OUT)**
Generally high 1
Generally low 2
Mixed 3
No opinion 4 **Q39**

ASK ALL
Q39 SINGLE
As a result of your contact with the police on this occasion, please tell me if your opinion of the police is now better, worse or has not changed?
Unchanged 1
Better opinion 2
Worse opinion 3
Don't know 4 **Q40**

ASK ALL
Q40 SINGLE
When considering financial, general well-being or other factors personal to you; on a scale of one to ten, with one being the least and ten being the most, how much impact would you say this incident has had on you?

ASK IF NQ3A=2
Q42A SINGLE
You previously mentioned you have been a victim on two or more occasions within the last 12 months. Did you report all of these incidents to the police?
Yes 1
No 2

ASK IF Q42A =2
Q42B FREETEXT
Why not?
INTERVIEWER: Do NOT read out options. probe fully
Nothing would happen/nothing happened when it was reported previously 1
Police would not take it seriously 2
I dealt with the matter myself 3
Didn't have the time to report it 4
Someone else dealt with it/not a police matter 5
Minor issue/not serious enough/waste of police time 6
Afraid that it would make it worse/lead to retaliation from the perpetrator 7
Other (please specify) 8
Don't know 97
Refused 98

SECTION G: DEMOGRAPHICS

READ OUT: "Thank you for helping to improve policing for victims of crime.
Under the Equalities Act 2010, the Metropolitan Police Service as an organisation has a duty to prevent discrimination and ensure a fair service to all. Therefore we'd like to ask the following questions about you. Please note, all of these questions are entirely optional.

ASK ALL
Q48a
How would you describe your gender?
INTERVIEWER: Do not presume. Please ask the question but do not read out the options.

1. Female
2. Male
3. Non-binary
4. Transgender
5. Other (please specify) (If selected then Q48ATX – Freetext response)
98. Prefer not to say

ASK ALL
RQ50b SINGLE
What is your country of birth? **(DO NOT PROMPT)**
Afghanistan 1
Algeria 2
Australia 3
Bangladesh 4
Bulgaria 5
Canada 6
China 7
Cyprus 8
France 9
Germany 10
Greece 11
Hong Kong 12
India 13
Iran 14
Iraq 15
Ireland 16
Italy 17
Jamaica 18
Japan 19
Kenya 20
Korea 21
Lithuania 22
New Zealand 23
Nigeria 24
Pakistan 25
Poland 26
Portugal 27
Romania 28
Spain 29
South Africa 30
Turkey 31
USA 32
UK 200
Other (please specify) 90 **RQ50c**

(ASK IF RQ50b is not 200 (UK Born))
RQ50c SINGLE
How long have you lived in the United Kingdom?
Less than 12 months 1
12 months but less than 2 years 2
2 years but less than 3 years 3
3 years but less than 5 years 4
5 years but less than 10 years 5
10 years but less than 20 years 6
20 years but less than 30 years 7
30 years or more 8
Don’t know 97
Refused 98 **Q49a**

ASK ALL
Q49a SINGLE
What is your ethnic group? **(READ OUT)**
Asian or Asian British 1 **Q49b**
Black or Black British 2 **Q49c**
Chinese 3 **RQ50b**
Of a Mixed Background 4 **Q49d**
White 5 **Q49e**
Arab 8 **RQ50b**
Other ethnic group 6
Refused 98 **RQ50b**

ASK IF Q49a = 1
Q49b SINGLE
And is that…? **(READ OUT)**
Indian 1
Pakistani 2
Bangladeshi 3
Any other Asian background 4
Refused 98 **GQ3**

ASK IF Q49a = 2
Q49c SINGLE
And is that…? **(READ OUT)**
Caribbean 1
African 2
Any other Black background 3
Refused 98 **GQ3**

ASK IF Q49a = 4
Q49d SINGLE
And is that…? **(READ OUT)**
White and Black Caribbean 1
White and Black African 2
White and Asian 3
Any other mixed background 4
Refused 98 **RQ50b**

ASK IF Q49a = 5
Q49e SINGLE
And is that…? **(READ OUT)**
English/Welsh/Scottish/Northern Irish/British 1
Irish 2
Gypsy or Irish Traveller 5
Any other white background 3
Refused 98 **RQ50b**

ROUTE
ASK ALL
Q52a SINGLE
The Equality Act 2010 defines a person as having a disability if he or she 'has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities'. Do you have such a disability?
Yes 1 **Q52b**
No 2
Refused 98 **Q53**

ASK IF Q52a = 1
Q52b MULTICODE
Please can you describe the nature of this disability?
(DO NOT PROMPT. CAN MULTICODE)
Mobility 1
Manual dexterity 2
Physical co-ordination 3
Ability to lift, carry or otherwise move everyday objects 4
Speaking 5
Hearing 6
Seeing 7
Memory 8
Ability to concentrate, learn or understand 9
Dyslexia 10
Mental health issues 11
Refused 98
Other (Please Specify) 90 **Q53**

ASK ALL
Q53 SINGLE
What is your religion?
(DO NOT PROMPT. SINGLE CODE)
Christian (including Church of England, Catholic, Protestant and all other Christian denominations) 1
Muslim 2
Sikh 3
Hindu 4
Jewish 5
Buddhist 6
Other 7
No religion/atheist/agnostic 8
Refused 98 **Q51a**

ASK ALL
Q51a
What is your sexual orientation? (Read out)

1. Heterosexual
2. Lesbian
3. Gay
4. Bisexual
5. Queer
6. Asexual
7. Other (please specify) (If selected then Q51ATX – Freetext response)
98. Prefer not to say